

IN THE CLAIMS

1. (Currently Amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, ~~the plurality of environments being accessible to the computer telephony server,~~ said computer telephony server comprising:

means for communicating with at least one of the computer telephony applications using a ~~common standardized~~ message structure set which is independent of any particular telephony environment ~~said application including means for selecting one of said plurality of environments to communicate over;~~

means for dynamically configuring said server to communicate with said telephony environments using ~~specific~~ message structure sets each corresponding to a particular one of said telephony environments;

a translation layer for translating messages between the ~~standardized~~ message structure set which is independent of any particular environment and the ~~specific~~ message structure sets each corresponding to a particular one of said telephony environments;

means for receiving a selection message from said computer telephony application indicating a selected telephony environment with which to communicate; and

means for automatically configuring said server to communicate with the selected telephony environment upon receipt of the selection message. ~~select said one~~

~~environment selected by said application upon receipt of a selection message of said one environment from said application.~~

2. (Canceled)

3. (Previously Presented) The server of claim 1 wherein said telephony server includes means for selecting which telephony environment to communicate with via a setup menu.

4. (Currently Amended) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, ~~said server communicating with said computer via a local area network and via a standardized message set and protocol that is independent of any particular telephony environment, and wherein said server is capable of communicating with a plurality of telephony environments,~~ said telephony environments include at least a PBX, a data network gatekeeper, and a public switched telephone network switch.

5. (Original) The system of claim 4 wherein said computer telephony application is a screen pop application.

6. (Currently Amended) A call processing system comprising:

a personal computer, ~~said personal computer~~ including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain ~~a full record of~~ information regarding the user's account, ~~and~~ means for displaying such information on a computer screen, ~~said personal computer further including~~ and means for selecting one of a plurality of telephony environments to communicate over;

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a ~~standard~~ communications protocol and message set which is independent of any particular telephony environment; and

a server, ~~said server also being~~ connected to the local area network and being configured to communicate with said personal computer using ~~said standard the~~ communications protocol and message set which is independent of any particular telephony environment, said server also being dynamically configurable to communicate with a plurality of telephony environments utilizing ~~different specific~~ protocols and message sets each corresponding to a particular one of said telephony environments, said server being automatically configurable to ~~select~~ communicate using one of the a specific protocols and message sets corresponding to the particular telephony environment of said selected one environment selected based upon receipt of a selection message of said one environment from said personal computer.

7. (Original) The system of claim 6 wherein said server is also capable of communicating with a plurality of different PBX's.

8. (Currently Amended) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, ~~the plurality of environments being accessible to the computer telephony server,~~ said computer telephony server comprising:

means for dynamically configuring said server to communicate, using a ~~common~~ ~~standardized~~ message structure set which is independent of any particular telephony environment, with at least one computer telephony application, ~~said application including~~ ~~means for selecting one of plurality telephony environments to communicate over;~~

a translation layer for translating messages from the ~~standardized~~ message structure set which is independent of any particular telephony environment to a ~~specific~~ message structure set ~~of any~~ corresponding to a particular one of said plurality telephony environments;

means for receiving a selection message from said telephony application
indicating a selected telephony environment with which to communicate; and

means for automatically configuring said server to ~~select said specific~~ communicate using the message structure set of said selected ~~one~~ environment upon receipt of ~~[[a]] the selection message of said one environment from said application.~~

9. (Currently Amended) The system of claim ~~[[4]]~~ 8 wherein said telephony application is a call routing application.

10. (Currently Amended) The system of claim [[4]] 8 wherein said telephony application is a database driven dialing application.

11-20. (Canceled).

21. (Previously Presented) The telephony server of claim 1 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

22. (Previously Presented) The telephony server of claim 6 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

23. (Previously Presented) The telephony server of claim 8 herein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

24. (Currently Amended) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network via ~~said standardized~~ the message set which is independent of any particular telephony environment.

25. (Previously Presented) The system of claim 24 herein said telephony environments include at least several PBXs, a data network gatekeeper, and a public switched telephone network switch.

26. (Canceled)

27. (Currently Amended) An article of manufacture comprising:
a machine-accessible medium including thereon sequences of instructions that, when executed, cause an electronic system to:

communicate with at least one computer telephony application using a ~~common~~ ~~standardized~~ message structure set that is independent of any particular telephony environment, ~~said application to select one of said plurality of environments to~~ ~~communicate over;~~

communicate with said telephony environments using ~~specific~~ message structure sets each corresponding to a particular one of said telephony environments, wherein messages are translated between ~~said standardized~~ the message structure set that is independent of any particular telephony environment and ~~said specific~~ the message structure sets each corresponding to a particular one of said telephony environments; and

select automatically ~~said one of the telephony environments selected by said application,~~ based upon receipt of a selection message of said one environment from said application.

28-30. (Canceled)

31. (Previously Presented) A computer telephony server for interfacing a plurality of computer telephony applications to one or more of a plurality of telephony environments, said computer telephony server comprising:

a communication device to allow the server communicate with at least one computer telephony application according to a message structure set which is the same for all of the telephony applications and which is independent of any particular telephony environment;

a configuring device to dynamically configure said server to communicate with each of the plurality of telephony environments according to a unique message structure set which for each particular telephony environment; and

a translation layer coupled to the communication device and to the configuring device to translate messages between the message structure set which is independent of any particular telephony environment and each of the unique message structure sets.

32. (Previously Presented) The server of claim 31 further comprising a selecting device to select which telephony environment to communicate with via a setup menu.

33. (Previously Presented) The server of claim 31 wherein said computer telephony application is a screen pop application.

34. (Previously Presented) The server of claim 31 wherein said telephony application is a call routing application.

35. (Previously Presented) The server of claim 31 wherein said telephony application is a database driven dialing application.

36. (New) A method of interfacing a plurality of telecommunications environments with a computer telephony server comprising:

- receiving messages from a telecommunications environment according to a message structure specific to the environment;
- translating the received messages according to a second message structure; and
- forwarding the translated messages to one of a plurality of computer telephony applications that operate according to the second message structure;

37. (New) The method of claim 36 wherein the computer telephony application to which the translated messages are forwarded is a screen pop application.

38. (New) The method of claim 36 wherein the telephony server is capable of selecting which of the plurality of telephony environments with which to communicate via a setup menu.